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ABSTRACT

Staff shortages and high service ideals collided when the Iowa State University Parks Library recognized its need to find an alternative to the human-conducted tour for various groups of library users, including hundreds of non-native speakers of English who arrived at the school to enter a degree program. An audiocassette taped tour was developed and tested in English, and then it was translated into Arabic, Chinese, Japanese, Korean, Malay, and Spanish. While many of the problems of producing the English tape were anticipated, problems unique to the translated version, keeping the translations down to 45 minutes, verifying if the translations were correct, and the problem of the sound technician not knowing the foreign language, were not. Other problems with using the audiocassette were encountered; the contents of the tape quickly became obsolescent and the equipment failed or the batteries died. The English version of the tape was evaluated positively but there was not enough use of the foreign tapes to generate enough feedback about them. This report includes the grant proposal, a Parks Library tour script in English, progress and final reports, tour packet provided to library patrons, and guidelines for planning. (DGM)

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**PLANNING, PRODUCING, AND IMPLEMENTING A MULTILINGUAL AUDIOTAPE
WALKING TOUR OF THE IOWA STATE UNIVERSITY PARKS LIBRARY**

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Mary Jane Vakili

Abstract

Providing physical orientation to a library remains a standard function of a bibliographic instruction program. Librarians, faced with diminished resources and increased user demands with diverse needs, have responded in creative ways to provide orientation. One such way is the self-guided audiocassette taped library tour. To assist librarians in developing, planning, and implementing self-guided audiocassette walking tours in a variety of languages, a packet of information representing the development of the multilingual audiocassette taped tour is presented. Included here are: the grant proposal, a Parks Library tour script in English, progress and final reports, tour packet provided to library patrons, and guidelines for planning.

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INTRODUCTION

The Parks Library is the central library of the Iowa State University Libraries system. Iowa State University (ISU) has a student population of approximately 25,000. Bibliographic instruction and library orientation have a long tradition at ISU and the commitment to providing excellent, appropriate introductions to Parks Library and its use is a hallmark of Parks Library public service.

Staff shortages and high service ideals collided in 1988 as bibliographic instruction and reference librarians struggled under institutional retrenchment to meet the orientation demands of diverse groups of students and faculty. The need to find an alternative to the human conducted tour for various groups of library users was necessary. There was also a concern for the non-native speaker of English. Each year, hundreds of international students arrived at Iowa State University for intensive English language instruction, and/or to enter a degree program. Library orientation was a typical part of their university orientation. Tours were exclusively in English and many of the students had not yet mastered the conversational English comprehension skills necessary to benefit from such tours. It was decided to solve a problem and serve a specific user group at once with audiocassette tape technology. An audiocassette taped tour was developed in English to supplement requests for library orientation. Taped tours were also developed in the six, besides English, most commonly spoken

languages on campus. This was done to assist international students and faculty feel comfortable in their ability to use the Parks Library.

The 45 minute tour was first developed and tested in English, then translated into Arabic, Chinese, Japanese, Korean, Malay, and Spanish. A booklet with maps and guides in English was provided. While many of the problems of producing the English tape were anticipated, problems unique to the translated version were not. Keeping translations down to 45 minutes, knowing if the translations were correct, and recording and editing the tape when the sound technician doesn't understand the language were among the many problems encountered.

Other problems not anticipated for audiocassette use were how quickly the audiocassette taped tour can become outdated and equipment or battery failure. Regarding obsolescence, by the time the English version was completed, ISU Libraries had implemented its second generation OPAC, changed the names of departments, and shifted collections. The inaccurate information provided only confused users and within two years the tape was not allowed to circulate. It was also difficult to keep the batteries charged and ready, or even know when to recharge the batteries. Patrons would start off on the tour and return because the batteries were dead. Charged batteries had to be found and placed while the frustrated user waited. For these reasons, the audiocassette taped tour had a short life span at ISU.

There was no plan for updating the taped tours because the idea for the audiocassettes generated from a group of four librarians as a volunteer activity. The development of the taped tour was not assigned departmentally. Enthusiasm waned, two of the four librarians left ISU, and there was no structured responsibility to assure the tape would remain accurate. As of 1994 the audiocassette taped tour is still kept in the Media Section of the Parks Library although it is not promoted nor used.

Evaluations of the English tape were consistently positive but this was to be expected for it was self-motivated individuals desirous of a tour who tested the product. Feedback on the non-English tapes were not sufficient enough upon which to draw conclusions. Rarely checked out and quickly obsolete, the audiocassette tapes in foreign languages, overall did not meet the needs intended for the user group.

From the ISU experience, it is clear that successful use of audiocassette taped tours for orientation is a matter of institutional commitment and support. Before developing an audiocassette taped tour, librarians should critically assess librarian intent and institutional commitment.

PLANNING

STEPS

1. Decide on the purpose of the tour -- Orientation or instruction
2. Select number of languages to be produced
3. Prepare a budget
4. Secure funding
5. Determine tour checkout point and equipment security

PLANNING

POINTS TO CONSIDER

- * How stable is your library environment? Updating audiotape tours is time consuming, particularly when more than one language is involved.
- * Be aware of the time commitment. Developing a quality tour can take a year or more.
- * Is the purpose of the tour to ease staff loads? Audiotape tours are a nice service, but rarely reduce the need for staff-lead tours.
- * Will the library absorb ongoing costs of handouts and battery, equipment and tape replacement?
- * You will need several people fluent in the languages chosen to translate, check the translation, read the script and listen during recording and advise the sound technician.
- * Translating and recording are time consuming. Will translators, readers and recording assistants be paid by the hour, given an honorarium, or volunteer their services?
- * Borrow other tours from LOEX to get a sense of what others have done
- * Is there a local office or agency which can help you identify the need for foreign language tours?
- * How fancy will the tour packet be? Will you use two-color printing? Will tour takers be allowed to keep the packet?
- * Does the library have someone who can clean and repair the equipment?

PRODUCTION

STEPS

1. Identify places and information to be covered
2. Determine the tour route
3. Write the script
4. Revise the script
5. Prepare maps and handouts
6. Revise the script
7. Select music
8. Purchase cassette players and batteries
9. Make a trial English tape
10. Have people take and evaluate the tour
11. Revise the *@#%! script AGAIN
12. Make the final English tape
13. Hire translators, readers and listeners
14. Record foreign language tapes

PRODUCTION

POINTS TO CONSIDER

- * What will be the tone of the tour? Strive for a conversational style.
- * Avoid long lectures. Put information in the handout to keep the tour moving.
- * Put information in the handout that is likely to change. It is easier to reprint a handout than to re-edit the tape in any language.
- * Are the maps uncluttered with the route clearly marked? Consider using two color printing for maps.
- * Walk the route reading the script before committing it to tape.
- * If you are planning on a maximum tour length remember that it takes longer to say the same thing in different languages.
- * No matter what music you choose some people will like it and others will hate it.
- * Make a demo tape and have as many people as possible evaluate the demo. (New library employees make good tour guinea pigs.) Are they able to follow the directions? Are they standing in a busy traffic area at a stop? Are they standing in one place too long? Are the musical segments long enough to move to the next stop? Are they too long and the person is left waiting for the music to end?
- * Check with the personnel office for information on work regulations before hiring non-U.S. citizens.
- * Should the narrator be male or female? Take into account cultural differences.

IMPLEMENTATION

STEPS

1. Establish checkout procedures
2. Tell library staff about the tour
3. Advertise
4. Evaluate the tour
5. Designate a person to keep the tour revised and up-to-date.

IMPLEMENTATION

POINTS TO CONSIDER

- * How will tour statistics be kept?
- * How and where will evaluations be returned?
- * Even rechargeable batteries require replacement eventually, buy a few extra.
- * Make sure library staff are aware of the tour and coach them to be friendly and approachable to tour takers.
- * Assign someone to routinely clean the heads on the tape players.
- * Keep a master copy and a dubbing master of each tape in addition to circulating copies
- * Get a local/campus newspaper to write about the tour, i.e. free publicity.
- * Keep the tour up to date.

ISU Instructional Development Grant
Proposal

DEVELOPMENT OF A MULTILINGUAL SELF-GUIDED AUDIOCASSETTE

TOUR OF THE PARKS LIBRARY

Feb. 1988

Project Proposers

Mary Ellen Huls, Instructor and Media Services Librarian
Kathy A. Parsons, Instructor and Information Services Librarian
Lorna Peterson, Assistant Professor, Library Instruction
Mary Jane Vakili, Instructor and Information Services Librarian

Amount requested: \$1254.00

DEVELOPMENT OF A MULTILINGUAL SELF-GUIDED AUDIOCASSETTE
TOUR OF THE PARKS LIBRARY

I. Background

Iowa State University receives approximately 6,000 new students each academic year. A significant portion of the student body, as well as new faculty and staff, desire some kind of orientation to the Parks Library. The conducted group tour has long fulfilled this need and served as a systematic introduction to our major collections and service points. The General Walk-Up Tour was developed in the early 1970s and provided tours to interested individuals at scheduled periods during the first week of classes. Successful and popular, this tour complemented the group tours arranged through established programs such as those conducted for the adult student, international or graduate students, and faculty.

The 1980s witnessed Library staff shortages coupled with a proliferation of time intensive library user services, thus creating a need for an alternative method for providing basic library orientation. This situation is not unique to Iowa State University. In response to increased user demands and critical staff shortages, many academic libraries have successfully implemented individual self-paced audiotape tours similar to those used by museums, and have them found to be effective. The self-guided tour solves the problem of providing needed library orientation without increasing demands on the library staff. Comprehensively covered in the library literature, conducted group tours have been criticized for lacking effectiveness. Often, groups are so large that people cannot hear or see what the librarian is explaining. An individual audiotape tour avoids these flaws by allowing the patron to proceed at his/her own pace.

We propose developing a 20-30 minute self-guided audiotape tour of the Parks Library. The narrative will be recorded on audiocassette and distributed to the user with a lightweight player powered by rechargeable batteries. A package of maps and descriptions of the Library's collections and services will be issued with the tape.

Using the audiocassette format offers a unique opportunity to address the needs of ISU's international students. Three years ago it was proposed that selected handouts of the Parks Library guide series be translated into the major foreign languages spoken on campus. The proposal was received enthusiastically by the Office of International Educational Services but was not implemented. Interest remains high in finding innovative ways to ease the international student into the Iowa State University community. To help meet the needs of the international student, we plan to produce, in addition to an English tape, tapes in the six most common languages spoken by our international student population. Dennis Peterson, Acting Director of International Educational Services, has offered the assistance of IE's staff in the identification of appropriate translators, narrators, and listeners. We have consulted with Barbara Matthies and Margaret Graves in the Intensive English and Orientation Program, and will continue to do so, concerning the inclusion of pertinent orientation information, and the choice of languages to record.

II. Description

The tour will last 20-30 minutes and will include only the ground, first, and second floors of the Library. The chosen route will be tested for ease of flow, and the script will be fine-tuned to include visual clues to the listener as to where he/she should be before a particular area is introduced. The patron will be prompted to turn off the cassette at an audio cue (e.g. music, chimes) and to turn it on again when he/she has arrived at the desired

location. To reinforce the cue, a tour map will be included in the handout packet which will be given to the patron along with the cassette player. The handout also will include general information about the Library and will consist of no more than five stapled pages. The Library's graphic artist will design the layout of the packet materials.

Library department heads will review the script for appropriateness and accuracy of information. Michael Albright and Robert Lindemeyer of the Media Resources Center will be consulted on instructional development aspects of the script and other details. The script will be recorded by MRC on 1/4" Master Recording Tape, and from this master copy MRC will produce cassette copies on MRC C-60 tape. The foreign language tapes will be reviewed by native speakers for pacing, pronunciation, and clarity before the cassette copies are produced. We plan to evaluate the tour first in English, by having volunteers take it and appraise its effectiveness. This same process then will be repeated for each language.

After the tapes are finalized, they will be evaluated by the patrons themselves. At the end of the tape, the patron will be asked to fill out an evaluation form, so that the effectiveness of the tape can be judged over a period of time. A campus mail envelope will be provided for the user to return the questionnaire at his/her convenience. The audiocassettes, tape players, and handouts will be distributed from the Library's Media Center, and maintenance of the tape players will be provided by the Library's A-V equipment specialist.

III. Significance

At the Parks Library the General Walk-Up Tour was discontinued in 1985 due to staff shortages. This proposal would fill the gap that was created by our lean years. Although Library Instruction 160 introduces the undergraduate student to the Parks Library, the average class size of fifty-five students

does not allow for a conducted group tour. A self-guided audiotape tour would encourage students' independent use of the library, and the availability of the tour in the native languages of our international students would help lower frustration levels for both students and library staff.

IV. Time Schedule

Contingent upon funding, our time line is as follows:

May/June 1988	Complete script.
July	Complete maps, descriptive handouts, and evaluation forms in English only.
August	Record in English.
September	Test English tape.
October	Implement public use of English tape and identify translators and narrators for the six most common foreign languages on campus.
December	Complete recordings and implement public use of the six foreign language tapes.
April 1989	Submit progress report.
December	Submit final report.

V. Budget

We submit our breakdown of anticipated expenditures as:

10 Sony Walkman Model WM-14	@ \$28.50	\$285.00
10 packages of Panasonic P3R-BP2 AA batteries	@ \$ 6.30	\$ 63.00
1 Panasonic Rechargeable Nickel-Cadmium Battery Charger	@ \$11.20	\$ 11.20
10 1/4" x 1200ft Scotch 808 Master Recording Tape	@ \$ 6.60	\$ 66.00
24 MRC-C-60 audiotapes	@ \$ 1.20	\$ 28.80
1500 photocopies		\$150.00
7 narrators	@ \$50.00	\$350.00
6 translators	@ \$50.00	\$300.00
Total		\$1254.00

VI. Other Potential Sources of Support

To our knowledge, the ISU Instructional Development Grant is the most suitable source for funding this type of instructional project which would facilitate learning and lead to more efficient use of faculty time. Don Rieck, Assistant Director of MRC, has informed us that personal cassette players are considered departmental purchases. However, the Library does not have funds available for this project, due to three years of budget reversions and reductions coupled with rising costs of books and journals, according to William Black, Assistant Director of Administrative Services of the Library.

VII. Qualifications

Mary Ellen Huls, Instructor, joined the Library Faculty at ISU in 1983 as a Government Publications Librarian and has supervised the Library Media Center since 1985. Long involved in public service, Ms. Huls has conducted tours and done special work with our international students.

Kathy A. Parsons, Instructor, has more than six years experience in library public service work. Information Services Librarian at ISU since 1985, Ms. Parsons has extensive experience in conducting groups tours, giving class presentations, and providing reference desk service.

Lorna Peterson, Assistant Professor, has eight years of academic library experience, five years of it at ISU. She is involved with the Library Graduate Seminar Series and has extensive volunteer experience in general library orientation programs. She has taught Library Instruction 160 since 1985.

Mary Jane Vakili, Instructor, is an Information Services Librarian with three years experience in public service activities at the Parks Library and many years of interaction with other languages and cultures. Ms. Vakili has been very involved in library instruction responsibilities since joining the Information Services Department in 1986.

English Audiocassette tour script

Audiotape Tour

~~Mike's Revision -- 12/8/88~~

Final Revision - 1/4/89

Welcome. This tour is intended to help you in locating and using the basic services offered by the Parks Library. Please turn to Map 1 of the booklet you received with the tape. Stops on the tour are marked by squares on your map, and major stops will be identified by number as you walk through the tour. There will be a short musical segment whenever you need to move a short distance from one stop to another. At any time during the tour when you want to spend additional time at one of the locations you visit, just stop the tape, and then start the tape again when you are ready to move on.

To begin the tour, you should be at the Information Desk, located in the middle of the lobby, and identified by the number 1 and the word "start" on your map. The person at this desk can give you directions and answer general questions about the library. The Information Desk is normally staffed between 9 a.m. and 4 p.m., Monday through Friday during the Fall and Spring semesters.

If you look right behind the Information Desk, you see a black kiosk with floor plans of the Parks Library. This directory will help you find the location of such things as telephones, rest

rooms, and elevators, and will also show you the arrangement of library materials throughout the building. You'll find a kiosk like this on each floor of the library near the main staircase.

Now look back at the entrance to the library. To the right of the entrance is a curved desk with a black counter. This is the Circulation Desk, identified as number 2 on your map. Please walk over there now. You don't need to stop the tape. The music should end just about the time you get to the Circulation Desk.

<MUSIC -- 30 seconds>

You should now be standing in front of the Circulation Desk. As you use the library, you may want to take some books home. Most books in the library can be borrowed for two weeks, although magazines and journals normally can't be checked out. When you are ready to leave the library with the books you want to borrow, bring the books to this desk and present your university ID card, which is also your library card. You'll find basic circulation policies explained on the "date due" slip, which is placed in the book when you check it out.

Now look to the right of the Circulation Desk. You should see a silver sign that says "book return." This is where you should leave your library books when you bring them back before the end of the grace period. If the library is closed when you return your books, you can drop them into the Book Depository, which is outside, on the south side of the library. [You might You might look for the Book Depository when you leave the library today. If your books are overdue and the grace period has expired, you should only return your books to the Circulation Desk and pay the fine.]

On the left end of the Circulation Desk is a large binder containing the Circulation Printout. This computer printout lists all materials currently checked out of the building or shelved somewhere other than their normal location. If you'd like to have a quick look at the Circulation Printout, just to see what kind of information it gives you, please stop the tape now, and then start it again when you are ready to continue.

<PAUSE -- 5 seconds>

Before we leave this area, look back toward the main entrance to the building. These exit gates are part of a security system. If you try to leave the library with materials you haven't checked

out, an alarm will sound and the gates will lock. If the alarm goes off as you walk through the gate, please go to the Circulation Desk.

Now, as you face the Circulation area, turn to your right, and walk past the counter until you are outside Room 117. This is the Photoduplication Office, marked number 3 on your map. Please go there now.

<MUSIC -- 30 seconds>

You should now be in front of Photoduplication. If you would like to have copies made on colored paper, or have transparencies made, or do large amounts of copying, you need to come to this office. The office hours for Photoduplication are posted by the door.

Along the wall to the right side of the door to Photoduplication, you'll see a row of self-service copiers. Other photocopy machines are located on each floor of the building. Copies on these machines are five cents per page, and the machines will take nickels, dimes, and quarters. You can get change for a one-dollar bill from the change machine located to the left of the Photoduplication door. If you have trouble with any of the copy machines in the library, the staff in Photoduplication can help you.

Now turn around and face the Card Catalog. The Card Catalog will help you locate books in the Parks Library and in the reading rooms in other buildings on campus. The cards in the Card Catalog are arranged by author, title, and subject. Each book in the Library is assigned a unique number known as a "call number," which you'll find in the upper left corner of the catalog card. Once you've identified the call number for a book you'd like to find, use the "Guide to the General Collection" to find out where that book, with that call number, is located in the library. This guide lists the first letters of the call numbers and their location on the floors and tiers of the library. There's a "Guide to the General Collection" in your booklet, and copies of the guide are also available at the Information and Reference Desks.

The Card Catalog is divided into two sections. The section at this end of the room, closest to Circulation, is the author-title section. You'll notice that the author-title section has black plastic drawers. If you know the author or the title of a book, this is the part of the card catalog that you check to find out if the library has the book, and if it does, what is the call number. If you don't have a specific book in mind and just want to find out what the library has on any individual topic, you need to use the subject section of the card catalog. That is

the section of the card catalog at the other end of the room, nearest the Reference area. Please take a minute and walk down there now.

<MUSIC -- 30 seconds>

You should now be standing in the section of the card catalog marked "subject." Please notice that the fronts of these drawers are wooden, rather than black plastic. This is the part of the card catalog that will help you identify books in the library collection on a specific subject. To use this section of the catalog, it's best to begin by consulting the Library of Congress Subject Headings books, which are located on a stand in the middle of the subject catalog area, number 4 on your map. Only subject headings listed in the Library of Congress Subject Headings are used in the card catalog, and in SCHOLAR, the computerized catalog.

Our next stop is back at the Information Desk, where we began the tour. Please go back there now. If you'd like to browse through the card catalog drawers on your way, please feel free to do that. Simply stop the tape when the music ends, and start it

again when you are ready to continue the tour. You should be at the Information Desk when you restart the tape.

<MUSIC -- 30 seconds, followed by 5 second pause>

You should now be standing in front of the Information Desk, where you began the tour. The card catalog is where you find books in the library's collection. To find out what periodicals, magazines, journals, and newspapers the library subscribes to, you'll need to consult the Serials Catalog, the two red volumes located at the Information Desk on a small stand. You'll notice that half the pages are blue in one of the volumes.

The Serials Catalog lists, in alphabetical order, all the serial titles held in the I.S.U. library system, along with their call numbers, locations, and which issues the library has. The introductory pages of the catalog will tell you how to use it. You'll find additional copies of the Serials Catalog located on stands and tables throughout the library building. If you'd like to take a minute to look through the Serials Catalog, stop the tape now and turn it on again when you're ready to continue the tour.

<PAUSE -- 5 seconds>

We'll continue the tour at the SCHOLAR computer terminals, located behind the card catalog, marked on your map as number 5. You'll see them on your left if you walk toward the Reference desk. Please go there now.

<MUSIC -- 30 seconds>

You should now be at the SCHOLAR computer terminals. SCHOLAR is the library's computerized catalog, which combines the information in the Serials Catalog with the information in the card catalog. For books published before 1978, you may need to consult the Card Catalog, in addition to SCHOLAR. These older titles are gradually being added to the SCHOLAR database, as funds permit. You can search SCHOLAR by author or by title, or by subject, using the Library of Congress subject headings. Please note that you cannot use SCHOLAR to find individual journal articles. SCHOLAR terminals are located throughout the building, and your information booklet gives you directions on how to use the SCHOLAR system.

Now turn around to your left and see the large, curved Reference Desk, number 6 on your map. If you need help finding books or journals, or in conducting research, please ask at this desk. The librarians will help you find the information you need,

and answer your questions about the card catalog, Serials Catalog, and SCHOLAR.

In front of the Reference Desk, you'll see a display rack. The guides in this rack describe the collections, services, and policies of the Parks Library. Some provide basic information on how to find books and periodicals. Others provide lists of reference materials on specific topics such as literary criticism, census materials, or biographical information. You're welcome to take with you any of the materials from this rack. Stop the tape now if you'd like to take a minute to look through this rack, and then turn it on again when you're ready to continue the tour.

<PAUSE -- 5 seconds>

The next stop on our tour is the Reference Room, located on the other side of the glass wall behind the Reference Desk. Please enter the room through the door farthest from the Reference Desk and closest to the telephone, and stop just as you enter the room.

<MUSIC -- 30 seconds>

The first shelves you see on your left as you enter the Reference Room hold the library's telephone book collection. The Reference Room consists of two main areas -- the abstracts and indexes area, and the general reference stacks. In general, resources in both of these sections are shelved in call number order. The abstracts and indexes area, on your right, consists of numbered tables and short shelving. This is where you find the major periodical indexes, such as Readers Guide, Psychological Abstracts, and Engineering Index, that help you identify journal and magazine articles on a given subject. General encyclopedias and business information sources are also located in this area.

Other reference books -- including dictionaries, directories, subject encyclopedias, and statistical sources -- as well as less heavily used indexes, are located in the tall shelves on your left. All materials designated as REF, or R-E-F, in the card catalog, Serials Catalog, and SCHOLAR are located either in this room or behind the Reference Desk. Because they are heavily used, the books in this room cannot be checked out. If you need help in locating or using materials in the Reference Collection, ask the Librarians at the Reference Desk.

If you'd like to take a few minutes and walk around the Reference Room, just to see what's here, please stop the tape.

Make sure that you come back to this spot when you are ready to continue.

<PAUSE -- 5 seconds>

As we continue the tour, walk through the Reference Room, using the aisle between the tall shelves and the abstracts and indexes area. Stop in front of Interlibrary Loan, Room 150, the first office on your left. This room is marked number 7 on your map.

<MUSIC -- 60 seconds>

You should now be in front of Interlibrary Loan, Room 150. If the Parks Library doesn't own a book or journal, the staff in this office will try to borrow the material or obtain a photocopy from another library. In most cases, there is no charge for borrowing books, but you may have to pay for photocopies of articles. There is generally a three or four week delay in receiving your materials. Please notice that the hours for this office are posted by the door.

Located next to Interlibrary Loan is Room 152, the Information Services Office, number 8 on your map. Please walk down there now.

<MUSIC -- 15 seconds>

Offices for reference librarians are located in this area. One of the services provided by the Information Services Department is online computerized literature searching. Students and faculty who need to do thorough literature searches may wish to use this option for searching indexes and abstracts. The average cost of a search is about 25 dollars. Online searches are conducted by reference librarians, and an appointment is necessary. If you'd like to have the library conduct a database search for you, make an appointment with the receptionist in Room 152.

On the other side of the green wall behind you is Room 140, the Microforms Department, number 9 on your map. Walk down the hallway and enter Microforms through the first doorway on your right. Please go there now.

<MUSIC -- 45 seconds>

You should now be standing in the Microforms Department, which houses the library's microfilm and microfiche collection. Items designated MICRO in the card catalog, Serials Catalog, and SCHOLAR are located in this room, along with some uncataloged

microforms, such as college catalogs, company annual reports, technical reports, and some government publications. The staff at the service desk to your right will get the materials for you and show you how to operate the viewing equipment, which you see on your left. They can also make photocopies of microforms for you. The charges for copying are posted near the desk.

If you'd like to stop here and look around the Microforms area, please stop the tape. Make sure that you come back to this spot when you are ready to continue the tour.

<PAUSE -- 5 seconds>

Now cross the room and leave Microforms through the door opposite the one you entered. Stop as soon as you are in the hallway outside the Microforms door.

<MUSIC -- 30 seconds>

Across the hall and to your left is Room 161, one of the library's two typing rooms. The typewriters in this room are coin-operated, and operating instructions are posted by each machine.

Now look down the hallway towards the windows on your left. At the end of the hall, you see a green exit sign that marks the entrance to the northeast staircase. Enter this doorway, and proceed up the stairs to Tier 4, which is on the same level as Floor 2. You need to turn to map number 2 in your booklet, the floor plan for the second floor in the Parks Library. When you get to the top of the stairs and enter Tier 4, you will be at position number 10, at the top of map 2. Please go up the stairs and enter Tier 4 now.

<MUSIC -- 60 seconds>

You should now be at position number 10, just inside the doorway on Tier 4. The call number range in front of you should begin with "Q-E." The main shelving areas of the library are concentrated on the floors and in the tiers. There are five floors, Ground through Four, and seven tiers. Since there are approximately two tiers for each floor of the library, Tier 2 is on the same level as the first floor, and Tier 4, where you're standing now, is on the same level as the second floor. Now, to get to the next point on the tour, turn right and walk to the far end of Tier 4, past the caged area on your left. When you get to

the end of the cage, under the green exit sign, stop and wait for further instructions. Please go there now.

<MUSIC -- 60 seconds>

On your left, you should see some metal stairs. Walk around, not down, these stairs and enter the door marked "Second Floor." Stop when you are through this door and are standing in the hallway.

<MUSIC -- 30 seconds>

You should now be standing in the second floor hallway. Turn left and enter the upper lobby of the original library building, built in 1925. Directly ahead is the Periodical Room, and to your left, on the stairway walls, are the murals designed by Iowa artist Grant Wood in the 1930's. If you'd like to take time to look at the murals, turn off the tape, and then come back to this spot when you're ready to continue the tour.

<PAUSE -- 5 seconds>

Cross the lobby and walk into the Periodical Room now, entering through the wide doorway marked number 11 on your map.

<MUSIC -- 30 seconds>

The Periodical Room houses the current issues for some of the most heavily used journals, and all the current issues of newspapers received by the library. When you look up a serial title in the Serials Catalog or SCHOLAR, and the location is listed as P-E-R, or PER, the current issues are held in the Periodical Room. Current issues typically include those from the current year, and sometimes those from the previous year, as well. The journals are arranged in call number order. A layout of the room, showing the arrangement of call numbers, is included in your booklet. If you cannot locate a particular issue, ask at the desk at the north end of the room, to your left.

Some of the publications kept in the Periodical Room are shelved behind this desk, because they are in such high demand. If you'd like to read one of these items, simply fill out a request slip at the desk and leave your ISU identification card. The desk attendant will give you the issues you want. Please don't take any of the periodical materials out of this room. You'll find photocopy machines

located in a little room to the left of the desk. Now look to the opposite end of the Periodical Room toward the newspaper shelves. Please walk to the newspaper area now.

<MUSIC -- 30 seconds>

You should now be at the south end of the Periodical Room. At this end of the room is the newspaper collection, including newspapers from major U.S. cities, Iowa communities, and major cities of the world. If you'd like to stop for a few minutes and browse through the Periodical Room, shut the tape player off now, and come back to this same location when you're ready to continue the tour.

<PAUSE -- 5 seconds>

At the end of this room is a doorway leading out into the new second floor lobby area. You should see the word "periodicals" backwards in the glass over the doorway. Please walk through this doorway now, and stop when you reach the small lounge area on the other side of the door. You should see the main library stairwell in front of you.

<MUSIC -- 30 seconds>

Now look back through the double doors to your right. These doors lead back into the old second floor lobby that we passed through a few minutes ago. Just through these doors on the left is the entrance to the Map Room. This is where you'll find a large collection of atlases, topographic maps, aerial photographs, road maps, globes, star charts, and other materials. Stop the tape now if you'd like to take a few minutes to explore the Map Room, and then come back to this spot when you're ready to resume the tour.

<PAUSE -- 5 seconds>

You should now be back in the new second floor lobby area, outside the south end of the Periodical Room. Now walk through the study area, towards the main staircase, and stop when you come to the black kiosk displaying the library floor plans. This will be right next to the entrance to the stairway. Please go there now.

<MUSIC -- 45 seconds>

From the kiosk at the head of the stairs, look around the corner at the card catalog cabinets. This card catalog is not part of the main card catalog downstairs. It contains a

listing of all the library's holdings in call number order. Now please walk around this corner, past the cabinets, and stop when you reach the Serials Information Window, number 12 on your map.

<MUSIC -- 15 seconds>

You should now be in front of the Serials Information Window. If a recent issue of a magazine, newspaper, or journal is missing from the general collection, the staff here will help you locate it, or check to see if it has ever been received. They can also provide information about books currently on order. When the window is closed, the staff at the Reference Desk can help you.

Now go back to the main staircase and walk down to the first floor. Step to the side of the stairs, out of the flow of traffic. Please go down to the first floor now.

<MUSIC -- 45 seconds>

You should now be at the bottom of the stairs on the first floor, facing the Reference Desk. Please turn to map number 3 in your booklet. <SLIGHT PAUSE> Find where you are at the black arrow, just below the middle of the page. Now turn to your left and walk around the stairs to the square display cases. You will see the entrance to the New Book Reading Room, number 13 on your map. This is just north of the display cases. Please walk around to the New Book Reading Room now and go inside.

<MUSIC -- 30 seconds>

Before new books are shelved in the General Collection, they are placed in the New Book Reading Room for one week. This gives you an opportunity to find out what new books have arrived in the library. Each Thursday, new books are added, and the previous week's books are made available for use. For each book you'd like to borrow, fill out one of the yellow cards provided, and drop it in the box for new titles at the Circulation Desk. The Circulation Department will then send you the card when it's your turn to borrow the book. If you'd like to take a few minutes and browse through the New Book Reading Room, please stop the tape now. Start it again when you're ready to move on.

<PAUSE -- 5 seconds>

Now leave the New Book Reading Room and walk to your left, towards the doorway marked "Reserve." Stop just before you get to the set of five stairs.

<MUSIC -- 30 seconds>

On your left, you see the Leisure Reading Room, number 14 on your map. Selected general interest books are placed in this room for easy browsing, and can be checked out for the usual two-week loan period. If you'd like to look around in the Leisure Reading Room, stop the tape, and return to this spot when you're ready to continue the tour.

<PAUSE -- 5 seconds>

The next stop on the tour will be the Reserve Desk. Look again at map number 3. Right now, you are at the black square just below number 14. Go down the steps and walk through the Reserve Study Room, go across the hall, and into the Reserve Room, which is marked number 15 on your map. Please go there now.

<MUSIC -- 45 seconds>

You should now be standing in the Reserve Room. Instructors place additional reading materials and sample tests here for students to use. The looseleaf binders on the tables in front of you contain reserve lists, arranged alphabetically by the name and number of the course. To request reserve materials, complete one of the forms that you'll find on the tables, and take it to the desk. You'll need to show your university identification. The loan period for Reserve materials is either two hours or three days, with no grace period. The person at the desk will tell you which of these loan periods applies to the materials you are checking out. This desk is staffed whenever the library is open. Please notice that there are several photocopy machines in the Reserve Room, along with a change machine that accepts both one and five dollar bills.

Now look at map number 3 again. Please leave the Reserve Room and turn right. Go up the steps and through the double glass doors to the Grant Wood foyer, the old lower lobby, where you'll see another mural by Grant Wood. Continue across the lobby and down the hallway, and stop just before you get to the double glass doors to the Reference Room. Please go there now. If you wish to browse in the Reserve Room, or stop to look at the Grant Wood mural, simply stop the tape when the music ends, and start it again when you get to the doors to the Reference Room and are ready to continue.

<MUSIC -- 45 seconds, followed by 5 second pause>

Now, you should be facing the double glass doors to the Reference Room. To your right, you should see two solid doors. Open the door to your right, marked "stair down." Walk down to the bottom of the stairs and go through the doorway to the ground floor. Please make sure that you go past the first landing and entrance to Tier 1. Stop when you reach the ground floor hallway.

<MUSIC -- 45 seconds>

You should now be in the main hallway of the ground floor, standing across from rooms 32 and 33, the Library Instruction classroom and offices. Please turn to map number 4. <BRIEF PAUSE> You are now at location number 16, which is right in the middle of the page. <BRIEF PAUSE> Opposite the classroom and to your left, you'll find a second typing room, also equipped with coin-operated electric typewriters. ~~Just beyond the typing room,~~ on your left, ~~is a small hallway leading to two computer labs,~~ number 17 on your map. Please walk to the end of this hallway now.

<MUSIC -- 45 seconds>

The two computer rooms are on your right. Room 85 contains VAX terminals, and Room 84 houses Burroughs computers. This

equipment is provided by the ISU Computation Center and is used primarily for classes. For information on setting up a computer account or obtaining software, you need to contact the Computation Center. Now walk back to the main hallway, and turn to your left.

Stop when you are standing outside the smoking lounge, number 18 on your map.

<MUSIC -- 30 seconds>

The glass walled room on your right, Room 31, is the Smoking Lounge. This is the only place in the building where smoking is allowed. Please remember also that food and beverages are not permitted anywhere in the Library.

If you look through to the other side of the Smoking Lounge, you'll see the Zenith Microcomputer Lab, number 19 on your map. The computers in this room are available for walk-in use, except when scheduled for a class. The computers are IBM-compatible, and a student monitor is there to provide assistance. You need to show your university I.D. card. Like the VAX and Burroughs equipment, the computers in this room are provided by the Computation Center.

Now continue down the hallway from the Smoking Lounge and return to the Media Center, number 20 on your map. Stop when you get inside the door.

<MUSIC -- 30 seconds>

The Media Center houses the library's non-print collection and includes educational and feature films on videocassette, audiotapes of music and lectures, and other audiovisual formats. These materials are designated MEDIA in the card catalog, Serials Catalog, and SCHOLAR. The black notebooks you see on the table list Media reserve materials, and the red notebook lists materials for English as a Foreign Language. To borrow Media materials, you need to fill out one of the blue forms provided on the table. You'll be asked to leave your ID at the desk until the materials are returned. The Media Center does not loan video tapes or equipment for use out of the library building. Hours for this room are posted on the door.

This concludes your tour of the Parks Library. Please help us improve the tour by completing the evaluation form included in the booklet, and returning it to the Media Desk along with the tape and player. We hope the tour has been a pleasant introduction to our services. You may keep the tour booklet, if you wish.

<MUSIC -- about 15 seconds or so>

TOUR BOOKLET

AUDIOCASSETTE TOUR OF THE PARKS LIBRARY

Maps and Information



Welcome to the Parks Library. This booklet includes the maps you will need during the tour as well as additional information about the Library's services. Please note that these maps are in the order of the tour and not as the building is arranged.

We hope you will enjoy the tour. Please feel free to keep this booklet for your future use. To begin the tour, go to the Information Desk on the First Floor and turn on the tape player.

Parks Library

Iowa State University

Ames, Iowa 50011.

1990

GENERAL INFORMATION

Collections and Hours

The Iowa State University Library comprises one main library, the Parks Library; one branch library, the Veterinary Medical Library; and four reading rooms: Design, Economics/Sociology, Mathematics, and Physical Sciences. The collection currently has:

- 1.7 million volumes with 45,000 volumes added each year
- 18,000 serial subscriptions
- 2 million pieces in microformat
- 10,000 audiovisual materials

The Collections' greatest strengths are its extensive holdings in the fields of science and technology. Historically, strong emphasis has made Iowa-State's scientific collection one of the best in the nation. These holdings are being expanded through current purchases, gifts, and an exchange network. Also strengthening the Library's collections are the rare books and major archival collections in the Special Collections Department.

Located on the walls of the staircase leading to the second floor in the original building are nine murals comprising the Grant Wood Heritage Area. These murals, designed by Grant Wood, were painted in the 1930s by art students as part of the Works Projects Administration (WPA). Inquire at the Reference Desk for information on these murals and additional art works in the Library.

Hours for the Parks Library are posted at the entrance. Look for announcements in the ISU Daily or University News for special hours during break periods, final exams, and holidays. Please note that hours for some service desks and departments, the Veterinary Medical Library, and the reading rooms vary from those of the Parks Library. Always check the times posted near each area or ask at the Information Desk or Reference Desk.

Computerized Literature Searches

Computerized literature search services are available from the Reference Department. These services provide access to bibliographic databases which contain references and abstracts to journal articles, books, conference proceedings, dissertations, technical papers, and patents. They cover the literature of virtually every field and discipline, and many are the online equivalents of well-known printed indexes. For further information contact the Reference Department (294-3642).

Eating, Drinking, and Smoking Policies

The Parks Library's food, drink, and smoking policies are part of its conservation and preservation program. Because food and beverages brought into the Library not only can ruin materials but will also attract pests such as rodents and insects, eating and drinking are prohibited. In many cases, once the materials are damaged they cannot be replaced. Please help maintain the collections for future use by handling all materials with care and by keeping food and beverages out of the Library. Smoking is allowed only in the Smoking Lounge on the Ground Floor.

Elevators, Restrooms, and Telephones

Elevators and restrooms are indicated on the enclosed maps and on the directional kiosks found on each floor. Public pay telephones can be located on all floors except Floor 2.

Handicapped Assistance

The Library suggests that persons needing special assistance in retrieving library materials utilize the list of volunteers in the Office of the Coordinator of Advocacy and Disabled Student Services (294-1021). For special needs concerning the use of the Library contact the Office of the Assistant Director for Public Services, 102 Library (294-4716). Short term assistance can be provided by the staff at the Circulation Desk.

The Visual Assistance Rooms, located immediately north of the Reference Desk, provide specialized reading devices, audiocassette players, phonographs and headphones, a Kurzweil Reading Machine, and other services for the visually impaired. To use these Visual Assistance Rooms contact the Circulation Desk (294-3961).

Library Research Studies and Group Study Rooms

Faculty members, administrative officials, professional and scientific staff members, and visiting scholars are eligible to apply for a library research study. Obtain an application for a Library Research Study in the office of the Assistant Director for Public Services, 102 Library (294-4716). These rooms are in demand so application should be made in advance of need. Group Study Rooms are available to all library patrons on a first-come, first-served basis for a two-hour limit. Proper identification must be presented to use a Group Study Room. Ask at the Circulation Desk for additional information regarding these rooms.

Typewriters, Photocopiers, and Change Machines

Coin-operated typewriters are available in the typing rooms on the Ground Floor and First Floor. The charges are posted in each room and vary according to the features of the typewriters. Report problems with the typewriters to the Circulation Desk. Coin-operated photocopy machines are located in clusters throughout the building. The charges and operating instructions are attached to each machine. Report any problems with photocopy machines to the Photoduplication Office or the Circulation Desk when the Photoduplication Office is closed. For copier capabilities and locations, see the Library Guide, "Photoduplication." Change machines are located outside the Photoduplication Office and in the Reserve Room.

A Reminder

It is recommended that you do not leave your personal items unattended while using the Parks Library as theft is an unfortunate but real problem. Please keep your purse, briefcase, backpack, books, calculators, etc., with you or within sight at all times. Should a theft or any other disturbance occur please report it to the Circulation Desk immediately.

FLOOR DIRECTORY

GROUND FLOOR

- * 16 Bibliographic Instruction: (Telephone 294-4527; Rooms 32-34) The Bibliographic Instruction Department schedules tours of the Library, arranges library presentations for specific courses and offers a required course for all undergraduate students with the purpose of promoting independent library use. Direct questions about tours, library presentations and the course, Library Instruction 160, to the Bibliographic Instruction Department, Room 33.

- 19 Media Center: (Telephone 294-9373; Room 2) The Media Center contains non-print materials including videotapes, audiocassettes, filmstrips, and slides along with playback equipment for most audiovisual formats. Reserve media materials are also housed here. Hours of operation for the Media Center vary slightly from the general building hours and are posted in the Media Center. An acceptable form of identification such as a University ID, driver's license, fee card or meal ticket is required to use Media materials. Equipment and most materials are for use only in the Media Center. The Media Resources Center in Pearson Hall (294-8022) lends media materials and equipment for classroom use.

- 18 Smoking Lounge: (Room 31) This is the only place in the Library where you may smoke.

- 17 VAX A Computer Lab: (Telephone 294-9695; Room 85) Twenty-nine walk-up terminals are located in this room. These terminals are part of the ISU mainframe system which provides a variety of data processing programs and services. The Computation Center will assist you in using these computer terminals.

* NUMBERS INDICATE LOCATIONS ON TOUR MAPS

FIRST FLOOR

- * 2 Circulation Desk: (Telephone 294-3961) Borrow and return books at this desk, which is staffed all hours the Library is open. A book drop can be found on the south outside wall of the Library for returning books when the Library is closed. To borrow books use your University ID, which is your library card. Lending policies are explained in the Library Guide, "Circulation," and on the date due slip placed in the book when the book is borrowed. Following a grace period of seven days after a book is due, fines are assessed to all library users at a rate of \$.25 per day. All fines are doubled if not paid when the materials are returned. The Parks Library uses a computerized system which generates the Circulation Printout, a list arranged by call number of all books borrowed or temporarily located in a special area.
- 1 Information Desk: If you need help using the Library, finding a classroom or building on campus, locating pencil sharpeners, or determining services in the Library, the people at this desk will be glad to help. This desk usually is staffed weekdays when classes are in session.
- 7 Interlibrary Loan: (Telephone 294-8073; Room 150) Access to library materials not available at the ISU Library can be provided by this office. In most instances there is no charge for borrowing books, but there usually is a charge for obtaining photocopies of periodical articles. Other universities' theses and dissertations may be borrowed and/or purchased depending on the individual library's lending policies. Request material several weeks before it is needed because the borrowing process typically requires three weeks. Hours for this office are posted near the door.
- 14 Leisure Reading Room: (Room 192) Fiction and nonfiction books chosen for their popular interest are placed here. These books may be borrowed for two weeks.
- 9 Microforms Center: (Telephone 294-8436; Room 140) This room contains microfilm, microfiche, and microcard formats. Examples of major collections housed here are newspaper and magazine backsets, annual reports of companies, college catalogs, technical reports, government documents, and other major research collections. Staff members will make paper copies of these microformats upon request for \$.10 a copy. Hours are posted near each entrance.
- 13 New Book Room: (Room 191) Here you will find books newly acquired but not necessarily newly published. Arranged by call number, these books are available for inspection for seven days. If you wish to borrow one, complete the yellow postcard available in this room and turn it in at the Circulation Desk.

* NUMBERS INDICATE LOCATIONS ON TOUR MAP

- * 3 Photoduplication: (Telephone 294-3644; Room 117) This service, under the provisions of the Copyright Law, will make copies for \$.10 per page. Additional services offered by this office include bond paper copies, colored paper copies, 11" X 17" copies, transparencies, enlargements and reductions, and the use of an autotron for multiple copying. Hours are posted at the entrance.
- 6 Reference Collection and Desk: (Telephone 294-3642) The Reference Collection includes dictionaries, directories, encyclopedias, indexes, statistical sources, and other specialized reference materials, along with access to the Library's collection of documents from Federal, State, and foreign governments as well as international governmental organizations. These materials are available all the hours the Library is open and can be used throughout the building; however, they cannot be borrowed for home or office use. The Library Guide Series which helps to define and describe Library services and collections are found in the display rack at the Reference Desk. Librarians are available for assistance during the hours posted at the Reference Desk and will assist you in locating and using these materials. For further information contact either the Reference Desk or the Reference Department Office, Room 152.
- 15 Reserve: (Telephone 294-4958; Room 198) Housed in this area are required reading materials for classes. These books and journal articles are in high demand and are "reserved" so they may be used by a large number of students. To use Reserve materials an acceptable form of identification is required, such as a University ID, fee card, meal ticket, or driver's license. Reserve materials have special circulation periods ranging from 2 hours to 3 days. There is no grace period for overdue Reserve materials, and fines range from \$.25 to \$.50 per hour or \$.50 to \$1.00 per day depending on the type of loan. The Reserve Desk is staffed all hours the Library is open.

* NUMBERS INDICATE LOCATIONS ON TOUR MAP

SECOND FLOOR

Map Room: (Telephone 294-3956; Room 281) This is the cartographic collection of the Parks Library. Atlases, topographic maps, aerial photographs, road maps, globes, and star charts are examples of the materials housed here. Hours are posted near the entrance.

- * 11 Periodical Room: (Telephone 294-6370; Room 268) The latest issues for over 2,500 selected popular magazines and scholarly journals are found in this room. A large collection of Iowa newspapers as well as many national and international newspapers are also located here. Materials in this room must be used in this area. The Periodical Room is open during all Library hours. Use the Serials Catalog or SCHOLAR, the online catalog, to determine if the current issues of a particular serial title are kept here.
- 12 Serials Information Window: (Telephone 294-6013) This service window provides library users with current information about the Library's periodical collection. Questions about the latest issues received and titles at the bindery can be answered here. When the window is closed, please ask for assistance at the Reference Desk.

THIRD FLOOR

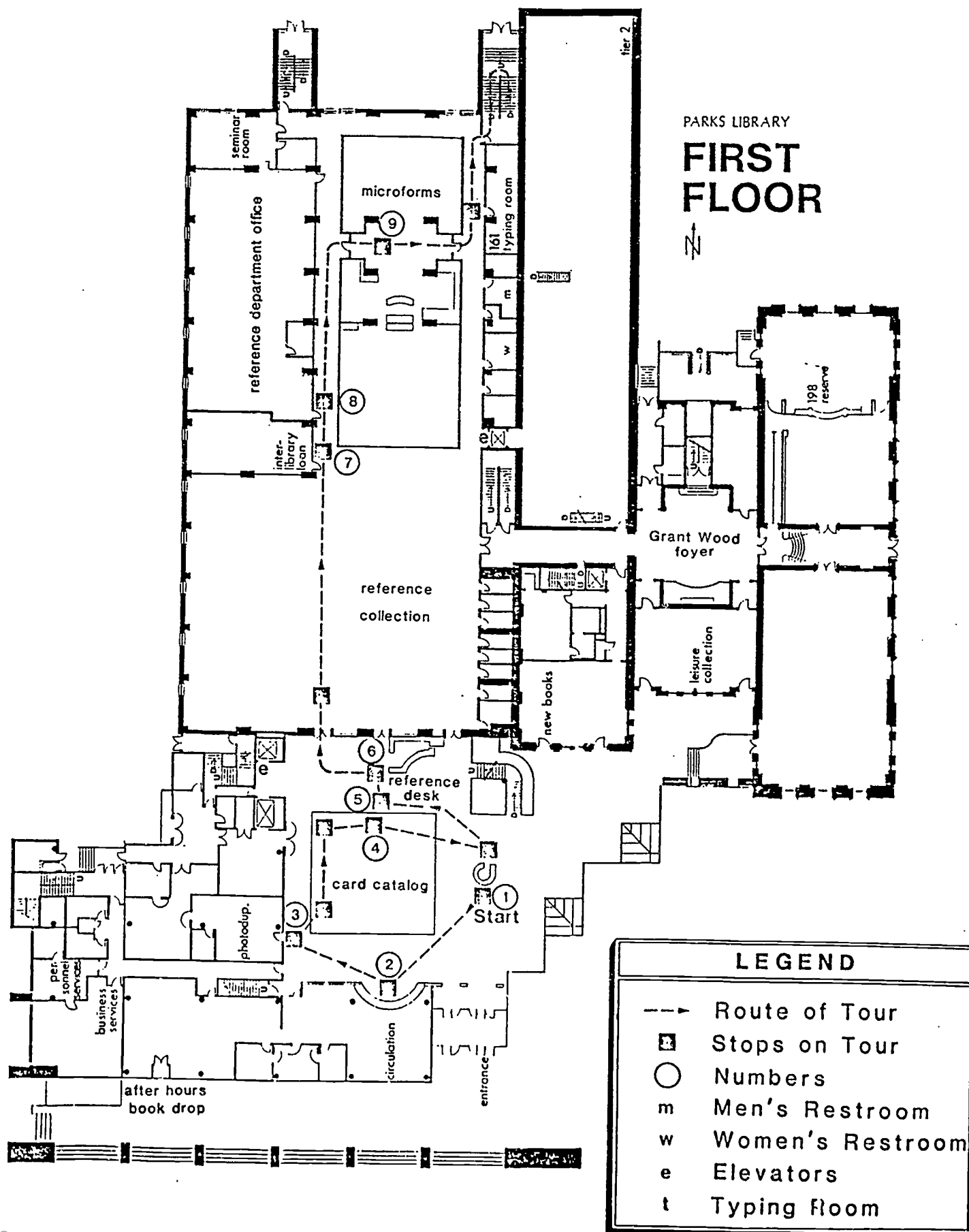
Dean of Library Services/Director of the Library: (Telephone 294-1442; Room 301) This is the main administrative office of the ISU Library.

Group Study Rooms: Six group study rooms are available on this floor on a first-come first-served basis. Each room is equipped with a large study table, chairs for six people, and a blackboard. Appropriate identification must be left at the Circulation Desk for a key to a group study room.

FOURTH FLOOR

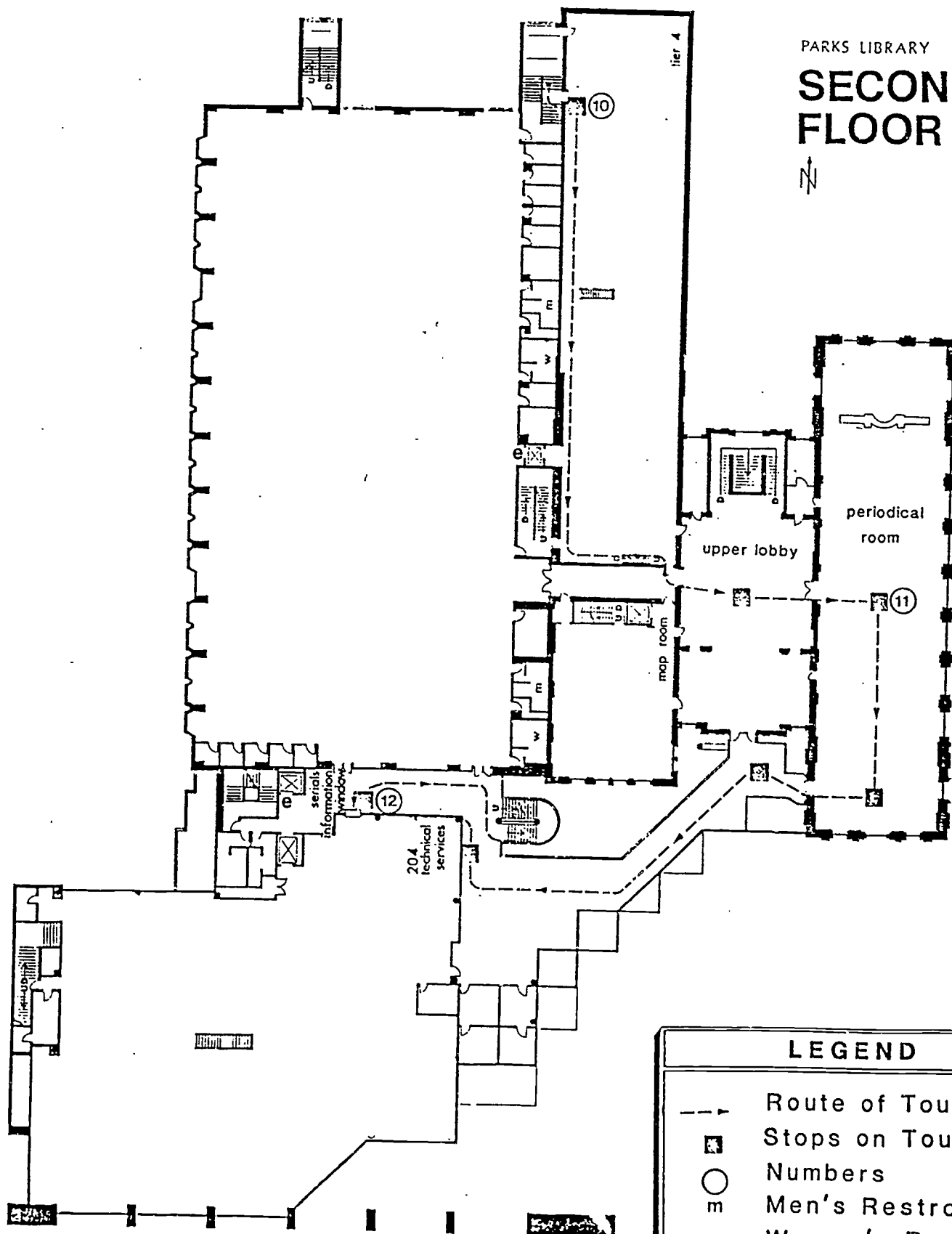
Special Collections and University Archives: (Telephone 294-6672; Room 403) Valuable and unique books, journals, manuscripts, and other materials requiring special care in preservation and use may be found here. Special Collections contains unique collections such as underground comic books, the American Archives for the Factual Film, and the Archives of American Agriculture. Also located here are the University Archives which include the repository for the official records of Iowa State, as well as the papers of various faculty members, photographs, and other artifacts of the campus. Hours for this area are posted at the entrance.

* NUMBERS INDICATE LOCATIONS ON TOUR MAPS



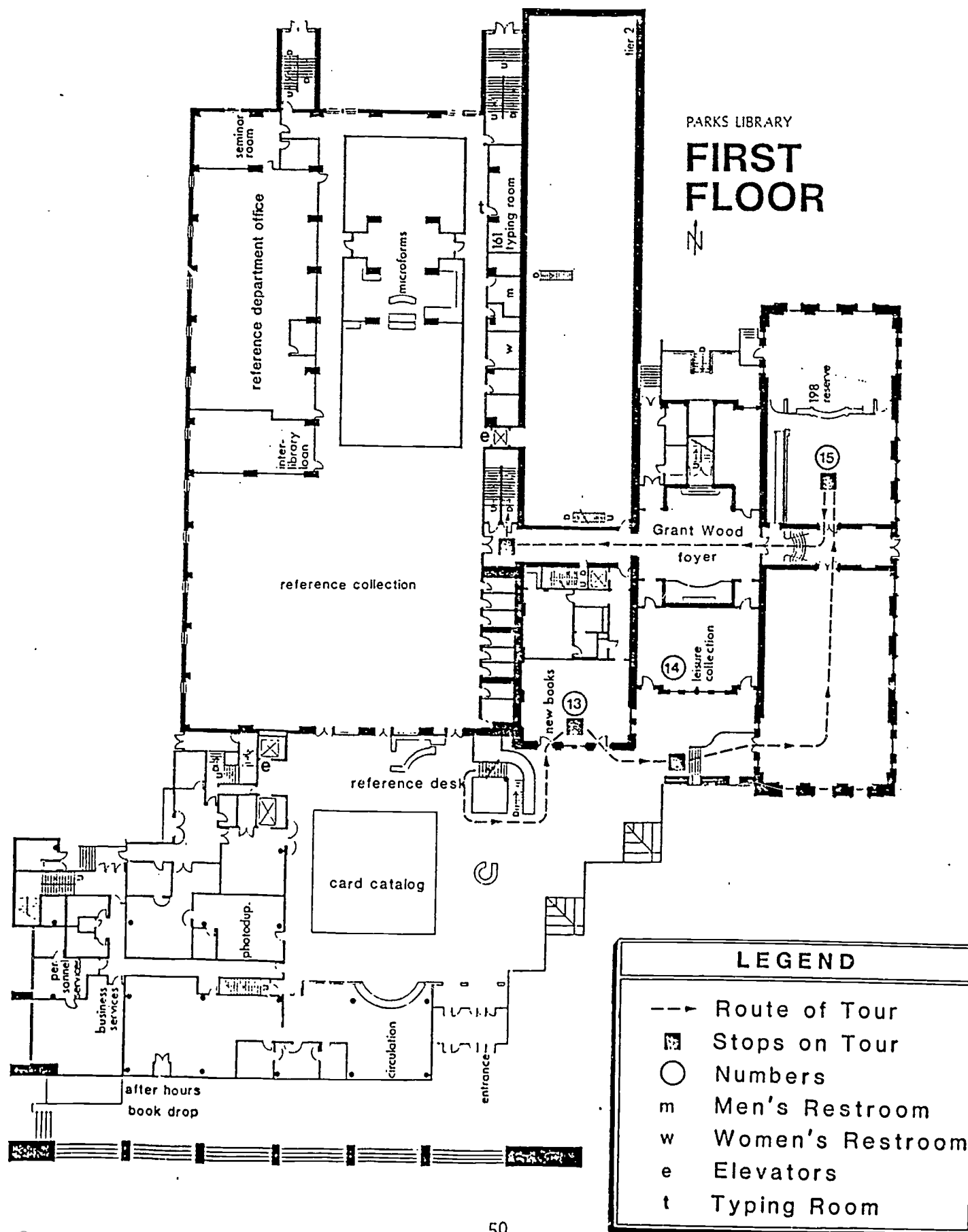
PARKS LIBRARY

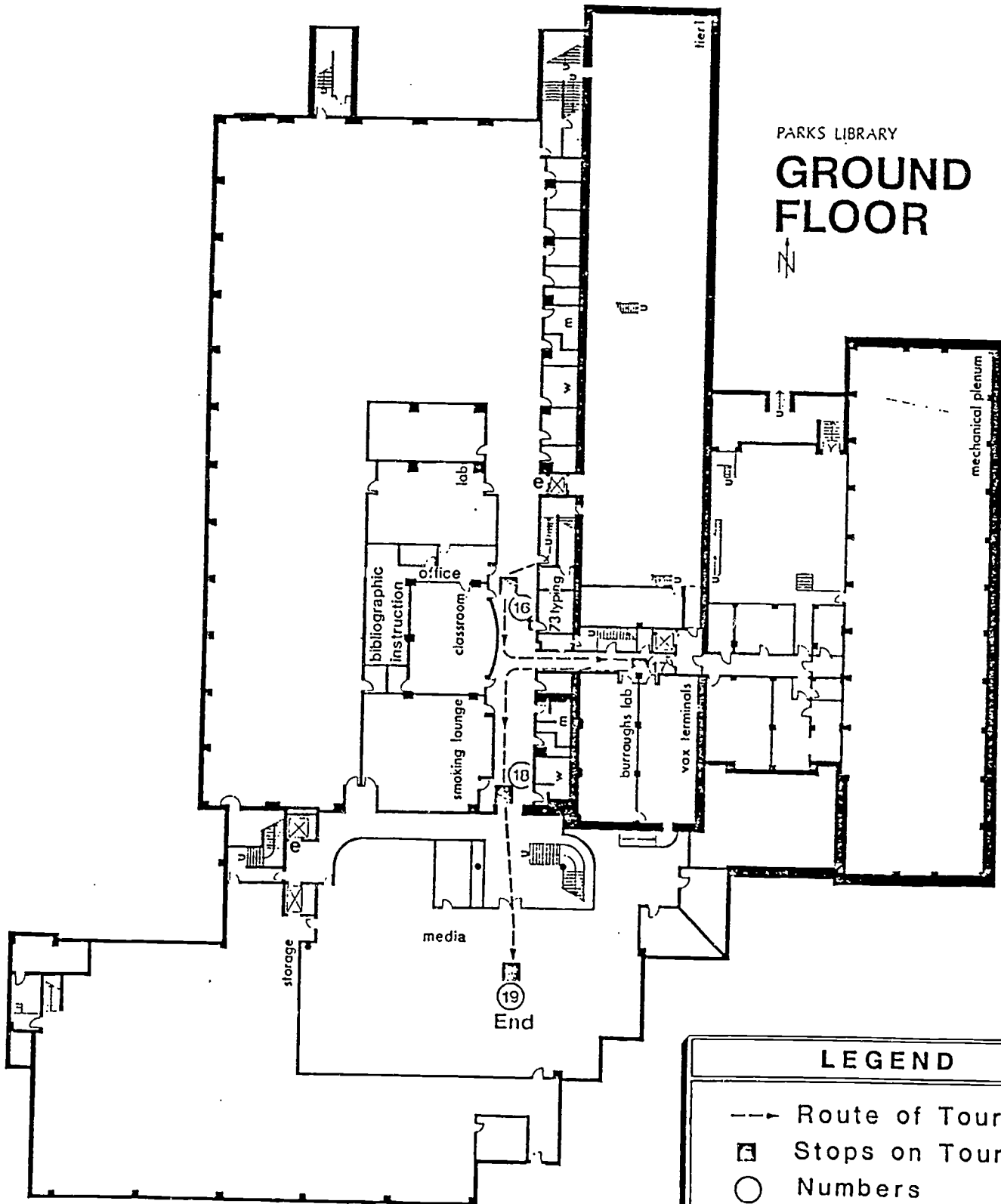
SECOND FLOOR



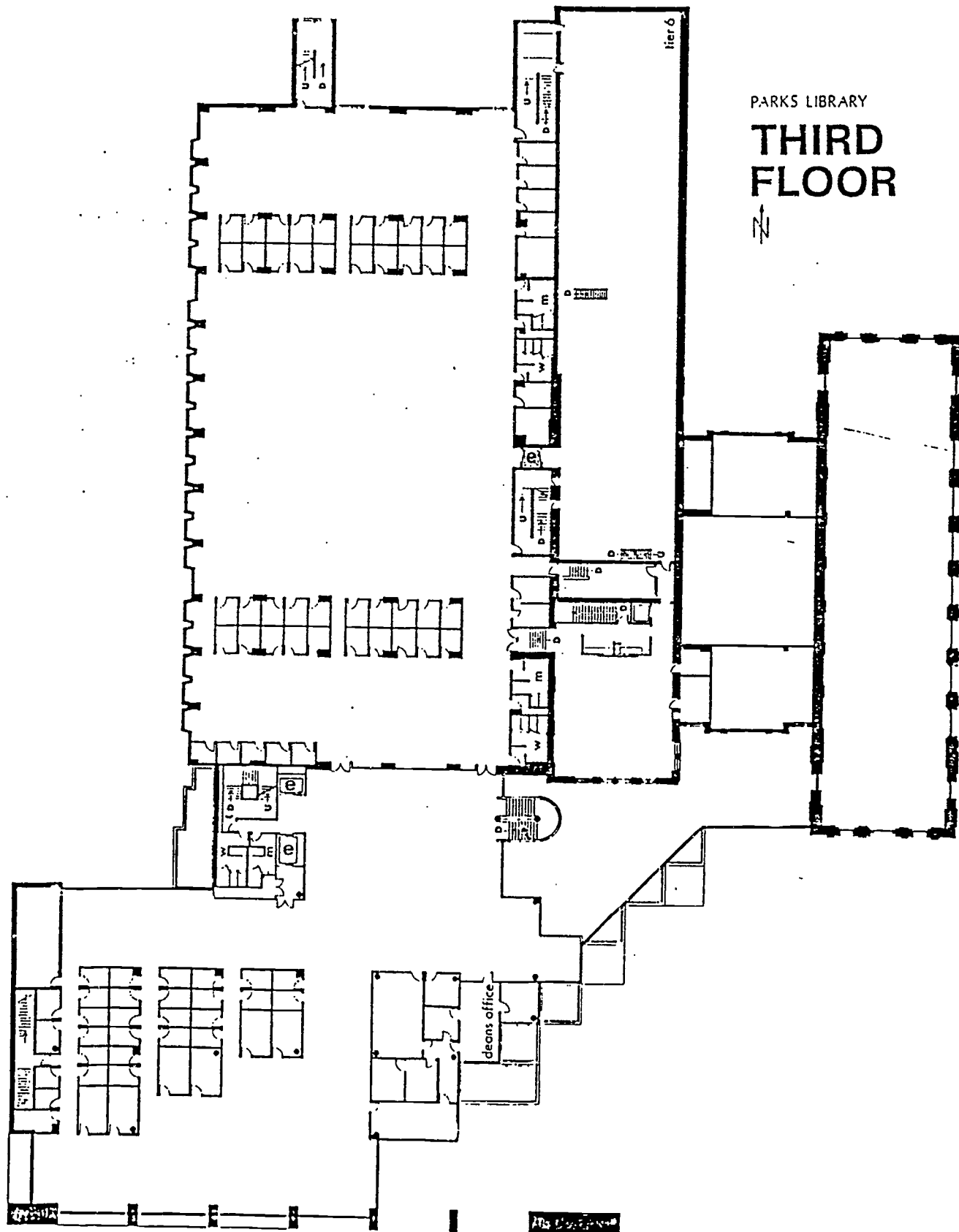
LEGEND

- Route of Tour
- Stops on Tour
- Numbers
- m Men's Restroom
- w Women's Restroom
- e Elevators

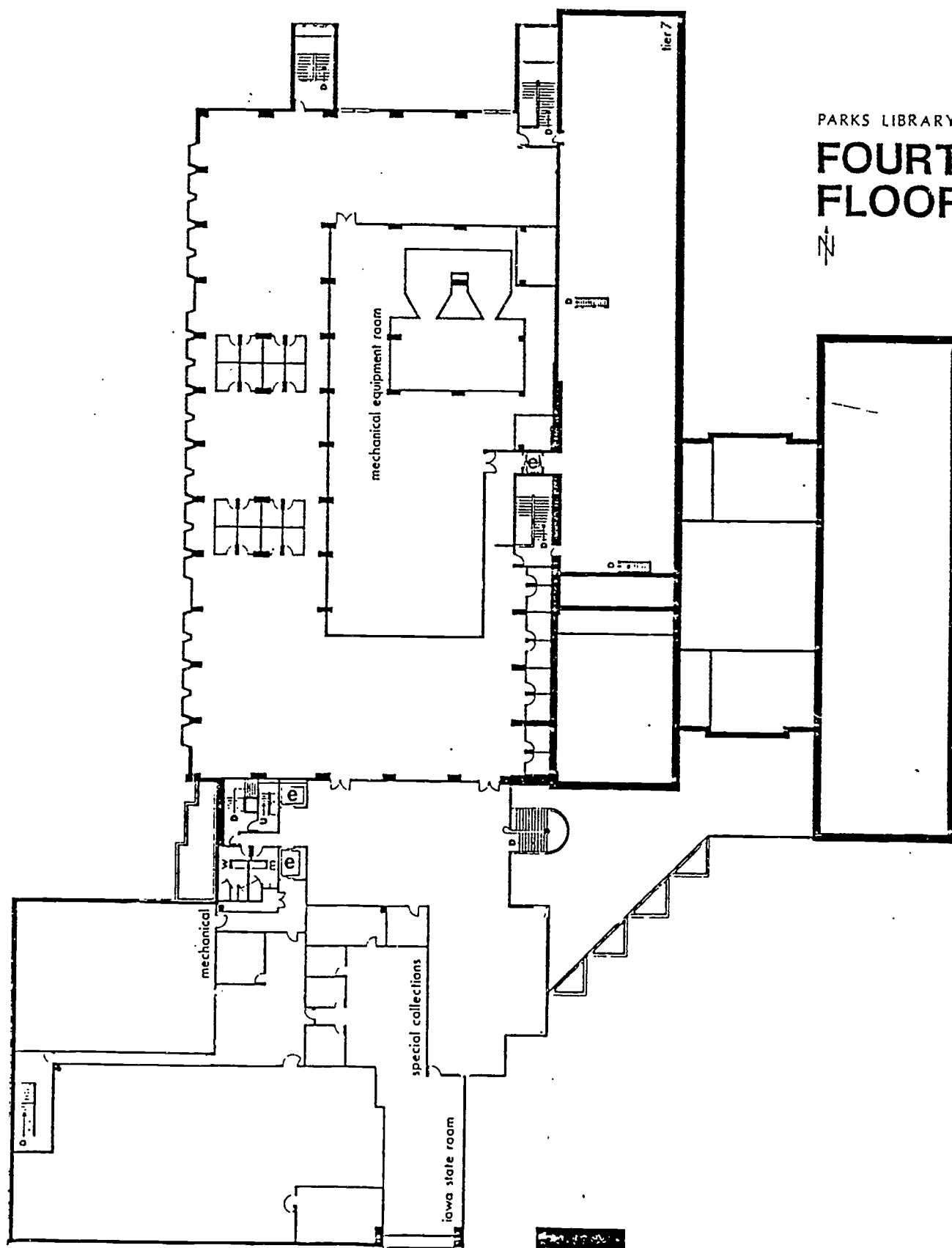




LEGEND	
--->	Route of Tour
□	Stops on Tour
○	Numbers
m	Men's Restroom
w	Women's Restroom
e	Elevators
t	Typing Room



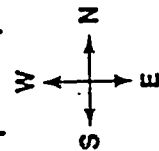
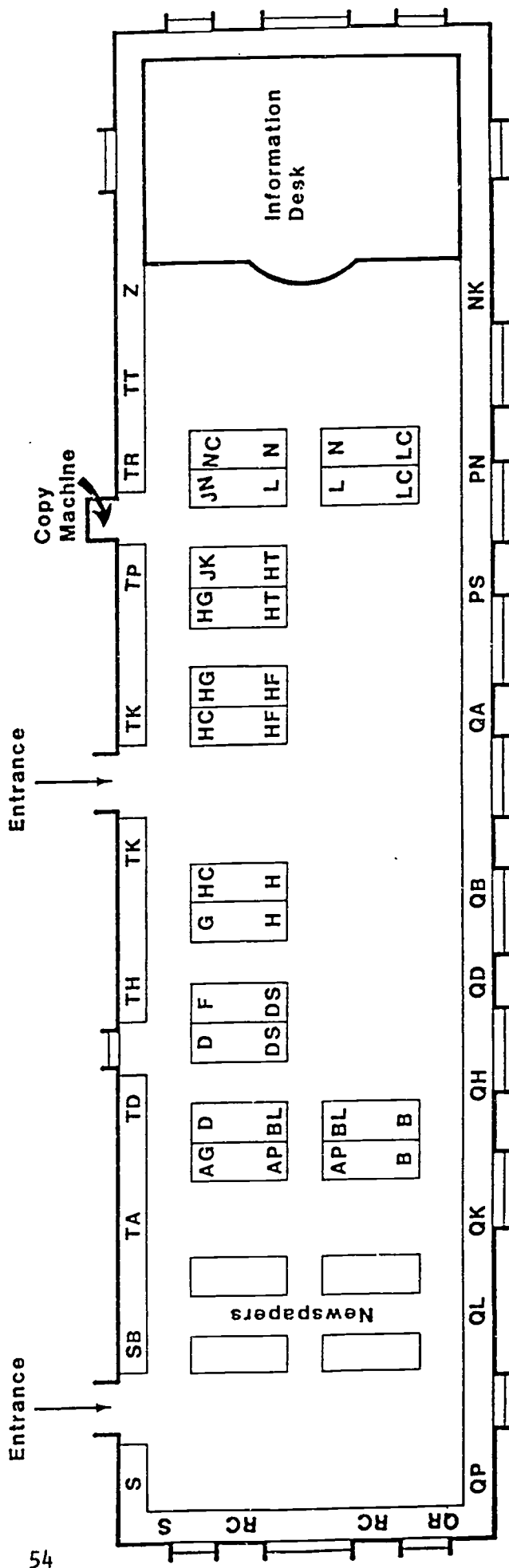
PARKS LIBRARY
FOURTH FLOOR



PERIODICAL & NEWSPAPER ROOM

ROOM LAYOUT

ALL PERIODICALS ARE ARRANGED BY SUBJECT AREAS ACCORDING TO THE LIBRARY OF CONGRESS CLASSIFICATION SYSTEM. FOR EXAMPLE, MATHEMATICAL PERIODICALS ARE LOCATED IN "QA"; ANTHROPOLOGY PERIODICALS IN "GF - GT".



HOW TO USE

HOW TO USE SCHOLAR

The online catalog contains records for all of the periodicals owned by the Library plus books, recordings, films and other materials cataloged since 1978. For older materials, consult the card catalog. (NOTE: The online catalog does not contain references to periodical articles.) To begin your search, type a command as shown in the examples below.

<R> means press return key

To get help:

h <R>

To get a list of help screens:

h glossary <R>

To end your session:

end <R>

BASIC SEARCHING

To find a title:

f t world according garp <R>

ft register Des Moines <R>

To find an exact title:

fxt PEOPLE WEEKLY <R>

To find a subject: (Must use LC Subject Headings-books near the terminals.)

f s INDIA - DESCRIPTION AND TRAVEL <R>

fs atomic energy <R>

To find an author:

f a Joseph Heller <R>

fa Heller Joseph <R>

fa north atlantic treaty organization <R>

To combine search requests:

fa asmov and s astronomy <R>

fs pollution or t pollution <R>

fa chaucer and not t canterbury <R>

To modify a previous search and get a new result:

fa uplike <R> and t rabbit <R>

(and narrows a search)

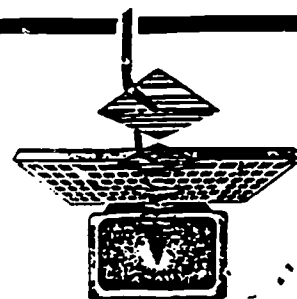
ft Jane Eyre <R> or a bronte <R>

(or broadens a search)

fs energy <R> not s solar <R>

(not narrows a search)

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To see the previous screen of a display:

ps <R>

To backup to the results of a previous search:

bac f <R>

To backup to the results of a previous search after using a modifying command:

bac <R>

To modify by location (mic, eco, ref, etc.):

at mic <R>

To truncate a term: (Truncating terms enables you to find variant forms of the search term. For example, ft educat# will search for terms such as educate, educated, educates, education, etc. You can only truncate one word after a command. See below.)

ft educat# <R>

fs conserv# <R> and wild# <R>

ft canad# <R> or s canad# <R>

To limit a previous search result (microform = mic, government document = gov, conference = con):

1 mic <R>

1 not gov <R>

To limit by type (books = boo, serials = ser, etc.):

1 typ boo <R>

1 not typ ser <R>

To limit by language (first 3 letters of language name in English):

1 lan spa <R>

1 not lan eng <R>

To limit by date (single year only):

1 dat 1982 <R>

To find a call number:

f cal TJ153 .S76U 1987 <R>

f cal pz3h367c <R>

f cal ISU 1986 d954 <R>

60

BEST COPY AVAILABLE

DISPLAYING AND PRINTING RESULTS

To display all items found in a NORMAL format:

d <R>, or <R>

To display selected items:

d 1-5,8 <R>

To display in a specific format (BRIEF, NORMAL or FULL):

db <R>

dn 10 12 18-25 <R>

df 4,10 <R>

To print items found in a NORMAL format:

p <R>

To print selected items:

p 1-5,8 <R>

To print items in a specific format (BRIEF, NORMAL, or FULL):

pb <R>

pn <R>

pf <R>

After printing each screen of a display press return <R> to print the next screen. Note: The print command only works on selected terminals in Parks Library and the Reading Rooms.

SPECIALIZED SEARCHING

fl link (preceding or succeeding serial title)

f 1 public policy and marketing journal <R>

fx1 exact link (preceding or succeeding serial title)

f x1 journal of public policy and marketing <R>

fdoc government document number (SuDoc)

f doc HE 19.302:Ad 9/975 <R> or HE19302Ad9/975 <R>

f isbn ISBN (International Standard Book Number)

f isbn 2-7056-5989-7 <R>

f iss ISSN (International Standard Serial Number)

f iss 0070-9220 <R>

f mn music number

f mn ATC 9500 <R>

ABBREVIATIONS**Types of material**

arc Archives and manuscripts

boo Books

map Maps

mrf Machine-readable data files

rec Recordings

sco Scores

ser Serials

vis Visual materials (incl. videos, filmstrips, slides, kits, etc.)

Locations (Used with at command)

all All library locations together

arc University Archives

des Design

eco Economics/Sociology Reading Room

med Media Center

mic Microforms Center

phy Physical Sciences Reading Room

ref Reference Collections

spl Special Collections

vet Veterinary Medical Library

Holdings Locations

AAFF

ARCHIVES

BIBL

CAGE

CIRC.DESK

DESIGN

ECON

GEN

GOV.P

LEISURE

MAPS

MATH

MEDIA

MICRO

MUSIC

PER

PHYS.SCI

REF

SPL.C

STORAGE

VET

American Archives of the Factual Film

University Archives

Bibliography Area

Circulation Desk

Circulation Desk

Design Reading Room

Economics/Sociology Reading Room

General Collection

Government Publications Collection

Leisure Reading Collection

Map Collection

Mathematics Reading Room

Media Center

Microforms Center

Music Department

Periodical Room

Physical Sciences Reading Room

Reference Collection

Special Collections

Storage Building

Veterinary Medical Library

403 Parks Library

403 Parks Library

2d floor, Parks Library

1st floor, Parks Library

1st floor, Parks Library

111 Design Building

368 Heady Hall

Parks Library

Reference Collection

192 Parks Library

281 Parks Library

401 Carver Hall

002 Parks Library

140 Parks Library

125 Music Hall

268 Parks Library

208 Office and Laboratory Building

1st floor, Parks Library

403 Parks Library

(consult Circulation Desk)

2280 College of Veterinary Medicine

FINDING BOOKS AND JOURNALS IN THE ISU LIBRARY

When a book is not on the shelf, check these places...

1. **Tables and carrels** in the area
2. **Circulation printout** (at the Circulation Desk) to find if the book is:
 - checked out
 - on Reserve
 - at the bindery
 - being withdrawn
 - in the Leisure Reading Collection
 - missing but not yet withdrawn
3. **Temporary shelving** (ask at the Circulation Desk) to find if the book is:
 - being returned to the shelves
4. **Card Catalog or SCHOLAR** to determine if book is in:
 - an outside Reading room or Branch Library
 - The Reference Collection, Special Collections, Map Room, or other Department within the Library
5. If book is still not located, contact the Circulation Desk, to place a **search**

When an issue/volume of a **journal (serial)** is not on the shelf, check these places...

1. **Tables and Carrels** in the area
2. **Serials Catalog** and its supplement (at all Public Service desks, floors and tiers); it indicates if the issue/volume:
 - is in the Library collection
 - is in an outside Reading Room
 - has current issues in the Periodical Room
 - has more than one copy available
 - is in the Storage Building
 - is in the Reference Collection
 - is in the Microforms Center
3. **Temporary shelving** (ask at the Circulation Desk) to find if the needed issue/volume of the journal is:
 - being returned to the shelf
4. **Serials Information Window** (second floor; open Monday through Friday, 9am-4pm) to find if the needed issue/volume of the journal:
 - has been received
 - is already bound
 - is at the bindery
 - is in the Cataloging Department
5. If issue/volume is still not located, contact the Circulation Desk, to place a **search**

Guide to the GENERAL Collection

First Letter(s) of Call Numbers	Location	Subject
A-AZ	Lower Level	General Works
B-BD, BH-BJ	Lower Level	Philosophy
BF	Floor 3	Psychology
BL-BX	Lower Level	Religion
C-CT	Floor 2	History, General
D-DX	Floor 2	History, World
E, F	Floor 2	History, American
G-GC	Floor 2	Geography
GF-GT	Floor 2	Anthropology
GV	Floor 2	Physical Education
H	Floor 3	Social Science, General
HA-HF	Floor 3	Economics
HG-HJ	Floor 3	Finance
HM-HX	Floor 3	Sociology
ISU	Tier 1	ISU Theses
J-JX	Tier 2	Political Science
K-KZ	Tier 2	Law
L-LT	Floor 3	Education
M-MT	Lower Level	Music
N, NB-NX	Lower Level	Fine Arts
NA	Lower Level	Architecture
P-PZ4	Floor 4	Language & Literature
PZ5-PZ181	Floor 4	Children's Literature
Q	Tier 4	Science, General
QA	Floor 2	Mathematics
QB	Floor 2	Astronomy
QC	Floor 2	Physics
QD	Floor 2	Chemistry
QE	Tier 4	Geology
QH	Tier 3	Biology
QK	Lower Level	Botany
QL	Tier 3	Zoology & Entomology
QM-QP	Tier 5	Physiology & Anatomy
QR	Tier 5	Microbiology
R-RZ	Tier 5	Medicine
S	Tier 1	Agriculture
SB	Tier 1	Plant Science
SD	Lower Level	Forestry
SF	Lower Level	Animal Science
SH-SK	Lower Level	Fish & Wildlife
SOUN (Media)	Lower Level	Media
T	Tier 6	Engineering, General
TA	Tier 6	Engineering, Civil
TC	Tier 6	Engineering, Hydraulic
TD	Tier 6	Engineering, Sanitary
TE-TF	Tier 6	Engineering, Transportation
TG-TH	Tier 6	Engineering, Construction
TJ	Tier 6	Engineering, Mechanical
TK	Tier 7	Engineering, Electrical
TL	Tier 7	Engineering, Automotive & Aeronautical
TN	Tier 7	Metallurgy
TP	Tier 7	Engineering, Chemical
TR	Lower Level	Photography
TS	Tier 7	Engineering, Industrial
TT	Lower Level	Arts & Crafts
TX	Lower Level	Home Economics
U-UH	Tier 4	Military
V-VM	Tier 4	Naval Science
VIDEO (Media)	Lower Level	Media
Z	Tier 3	Bibliography & Library Science

May 1990

May 1990

AUDIOCASSETTE TOUR EVALUATION

STATUS: ☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Graduate
☐ Faculty/Staff ☐ Other (please specify) _____

NATIVE LANGUAGE (please specify): _____

How did you learn about this tour (please check all that apply):

- ☐ Library Instruction 160
- ☐ Educational Services Office (EO Building)
- ☐ Reference Desk/Information Desk
- ☐ Faculty/Advisor
- ☐ Friend/Classmate
- ☐ Newspaper/Flyer
- ☐ Other (please specify) _____

Please rate the following items from 1 to 5:

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR
Clarity of the script	1	2	3	4	5
Clarity of the narrator	1	2	3	4	5
Ease of flow through the library	1	2	3	4	5
Usefulness	1	2	3	4	5
Sufficient information provided	1	2	3	4	5
Music	1	2	3	4	5

What did you like/dislike about this tape tour and/or how could it be improved?

Would you recommend this tape tour to your friends? ☐ YES ☐ NO

Additional Comments:

PROGRESS REPORT

Account # 400-13-07-88-0001
Instructional Development Grant

"Development of a Multilingual Self-Guided
Audiocassette Tour of the Parks Library"

April 1989

Although we are slightly behind our stated time schedule, the audiotape project has progressed steadily since we began our work last year:

Spring, 1988 - We began by dividing the initial responsibilities for the script and the accompanying handout between the four of us:

Script - Mary Ellen Huls and Mary Jane Vakili
Handout - Kathy Parsons and Lorna Peterson

After the completion of the first drafts, all four members of the group had the opportunity to register their approval, suggestions, or revisions of both the script and the handout.

August, 1988 - Completed drafts of the script and the handout were routed to the Library Assistant Directors and appropriate Department Heads for their comments and any changes they might wish to make concerning the information we were providing about their areas.

September, 1988 - Drafts of the script and handout were sent to Michael Albright at the Media Resources Center for his comments.

October-November, 1988 - Revised the script further and consulted with Pat Kusters, Graduate Assistant in International Student Programs, on the six most appropriate languages for the audiotape. The languages chosen are: Mandarin Chinese, Malay, Korean, Arabic, Spanish, and Japanese.

December, 1988 - Further revisions.

January-February, 1989 - Consulted with Media Resources on music for the tape and the tape was completed for testing.

March-April, 1989 - The English language tape was evaluated by students from Library Instruction 160, and by students, staff, and faculty of the Library. Eighteen evaluations have been returned at this time.

Expenses to date:

Batteries and battery chargers	\$ 64.82
10 personal stereo cassette players	199.00
43 hours MRC (and supplies)	43.27
TOTAL	<u>\$ 307.09</u>

The feedback we have received on the audiotape tour so far has been quite favorable, and even enthusiastic. With a few minor adjustments, the tape and handout can be finalized and ready for use. Our next step is to identify translators and readers for the six other languages. We hope to accomplish this in the coming months, and with luck, will have the multilingual audiotape tour fully implemented by the beginning of 1990.

Respectfully submitted,

Progress Report: 2

ISU Council on Instruction Grant

Account 400-13-07-88-0001

DEVELOPMENT OF A MULTILINGUAL SELF-GUIDED
AUDIOCASSETTE TOUR OF THE PARKS LIBRARY

Mary Ellen Huls, Kathy A. Parsons, Lorna Peterson
and Mary Jane Vakili

Parks Library

December 1989

**DEVELOPMENT OF A MULTI-LINGUAL SELF-GUIDED
AUDIOCASSETTE TOUR OF THE PARKS LIBRARY**

ISU Council on Instruction Grant

ABSTRACT

The Library was awarded \$1,254 to develop a 40 minute self-guided audiotape tour of the Parks Library in English, Arabic, Chinese, Japanese, Korean, Malay and Spanish. The narrative is recorded on audiocassette and distributed to the user with a lightweight player powered by rechargeable batteries. A package of maps and descriptions of the Library's collection and services is issued with the tape. Patrons borrow the audiotape tour from the Library Media Center. Over fifty patrons have used the English tape and response to this service has been positive and enthusiastic. The audiocassette tour has not replaced other library orientation and instruction services but rather it is viewed as an additional service used to ease our student, faculty and staff into the Iowa State University Community.

In April 1989, the Library was awarded \$1,254 to develop a 20-30 minute self-guided audiotape tour of the Parks Library in English and the six most common languages spoken by our international student population. The narrative is recorded on audiocassette and distributed to the user with a lightweight player powered by rechargeable batteries. A package of maps and descriptions of the Library's collections and services is issued with the tape.

The audiotape project has progressed steadily since we began our work last year and is near completion. A timetable of activities follows:

May 1988 - We began by dividing the initial responsibilities on the script and the accompanying handout:

Script - Mary Ellen Huls and Mary Jane Vakili
Handout - Kathy A. Parsons and Lorna Peterson

After completion of the first drafts, all four members of the group had the opportunity to register their approval, suggestions, or revisions of both the script and the handout.

August 1988 - Complete³ drafts of the script and the handout were routed to the Library assistant directors and appropriate department heads for their comments and any changes they might wish to make concerning the information provided about their areas.

September 1988 - Drafts of the script and handout were sent to Michael Albright, Coordinator for Instruction Development, Media Resources Center, for his comments.

Oct.-Nov. 1988 - Revised the script further and consulted with Pat Kusters, graduate assistant in International Student Programs, on the six most appropriate languages for the audiocassette tour. The languages chosen are Mandarin Chinese, Malay, Korean, Arabic, Spanish and Japanese.

February 1989 - Consulted with Media Resources Center on music for the tape. English tape was completed for testing.

- March-April 1989 - English language tape was evaluated by students enrolled in Library Instruction 160, student assistants, staff and faculty of the Library. Based on evaluations received, revisions were made to the script and re-recorded.
- May 1989 - Publicized the audiotape tour in university publications and with signage in the Library.
- June-August 1989 - Revised the script and handout to reflect changes due to Library reorganization. Re-recorded English tape. Identified, interviewed and hired translators and readers for the tape in Arabic, Chinese, Japanese, Korean, Malay and Spanish. Met with Assistant Director for Public Services to discuss the ongoing cost of this project and how it will fit into the Library budget.
- September 1989 - All languages recorded by the Media Resources Center.
- October 1989 - Mandarin Chinese language tape completed and placed on Reserve in Library Media Center
- November 1989- Completed revising the handout.
- December 1989- Media Resources Center continues the editing of foreign language tapes.

Expenses to date:

The feedback we have received on the audiotape tour has been positive and enthusiastic. A request has come for a Russian language audiotape tour. The tour has been assigned to one section of English 105 and it is recommended for use in Library Instruction 160. Once all the tapes are available for public use, increasing campus wide awareness of the audiotape tour will be a priority. We anticipate evaluating the foreign language tapes and plan for an in-depth evaluation of the effectiveness of using audiotape for library orientation.

Although we will not meet our deadline of completing and implementing all the language tapes by January 1990 we have confidence that the project will be fully implemented by summer 1990.

Respectfully submitted

Mary Ellen Huls

Kathy A Parsons

Lorna Peterson

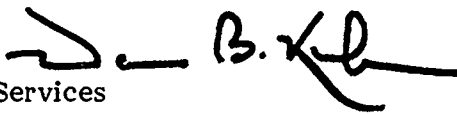
Mary Jane Vakili

Interoffice Communication

IOWA STATE UNIVERSITY
of Science and Technology

Date February 22, 1988

To Dean William H. Kelly
College of Sciences
and Humanities
208 Carver Hall

From Warren B. Kuhn 
Dean of Library Services
302 Parks Library

I am pleased to add my support for the attached proposal and to indicate its specific usefulness to the thousands of new students, visitors and others who are in need of an informative yet simplified introduction to the University Library.

This proposal would particularly expand the Library's efforts in orientation, do so on a more individualized basis and allow us to further stretch the utilization of our available faculty. Our ability to provide sufficient numbers of orientation tours, especially for new students, has reached the saturation point due to staff shortages and continuing reductions, and we are seeking every creative way to answer this need. This program's multilingual form offers special promise in that it both increases our language capabilities and should benefit newly-enrolled foreign students at Iowa State.

WBK/g
Att.

FINAL REPORT

ISU Council on Instruction Grant

Account 400-13-07-88-0001

**DEVELOPMENT OF A MULTILINGUAL SELF-GUIDED
AUDIOCASSETTE TOUR OF THE PARKS LIBRARY**

**Mary Ellen Huls, Kathy A. Parsons, Lorna Peterson
and Mary Jane Vakili**

Parks Library

July 1991

**DEVELOPMENT OF A MULTILINGUAL SELF-GUIDED
AUDIOCASSETTE TOUR OF THE PARKS LIBRARY**

ISU Council on Instruction Grant

Final Report

ABSTRACT

The Library was awarded \$1,254 to develop a 40-minute self-guided audiotape tour of the Parks Library in English, Arabic, Chinese, Japanese, Korean, Malay and Spanish. The narrative is recorded on audiocassette and distributed to the user with a lightweight player powered by rechargeable batteries. A package of maps and descriptions of the Library's collection and services is issued with the tape. Patrons borrow the audiotape tour from the Library Media Center in all seven languages. Over 130 patrons have used the English tape and response to this service has been positive and enthusiastic. The audiocassette tour has not replaced other library orientation and instruction services but rather it is viewed as an additional service used to ease students, faculty and staff into the Iowa State University Library.

**DEVELOPMENT OF A MULTILINGUAL SELF-GUIDED
AUDIOCASSETTE TOUR OF THE PARKS LIBRARY**

ISU Council on Instruction Grant

Final Report

In April 1989, the Library was awarded \$1,254 to develop a 20 to 30-minute self-guided audiotape tour of the Parks Library in English and the six most common languages spoken by our international student population. The narrative is recorded on audiocassette and distributed to the user with a lightweight player powered by rechargeable batteries. A package of maps and descriptions of the Library's collections and services is issued with the tape.

The audiotape project has progressed steadily since we began our work in 1989 and is now completed. A timetable of activities follows:

May 1988 We began by dividing the initial responsibilities on the script and the accompanying handout:

Script - Mary Ellen Huls and Mary Jane Vakili
Handout - Kathy A. Parsons and Lorna Peterson

After completion of the first drafts, all four members of the group had the opportunity to register their approval, suggestions, or revisions of both the script and the handout.

Aug. 1988 Completed drafts of the script and the handout were routed to the Library assistant directors and appropriate department heads for their comments and any changes they might wish to make concerning the information provided about their areas.

Sept. 1988 Drafts of the script and handout were sent to Michael Albright, Coordinator for Instruction Development, Media Resources Center, for his comments.

Oct.-Nov. 1988 Revised the script further and consulted with Pat Kusters, graduate assistant in International Student Programs, on the six most appropriate languages for the audiocassette tour. The languages chosen were Mandarin Chinese, Malay, Korean, Arabic, Spanish and Japanese.

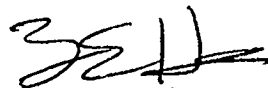
Feb. 1989	Consulted with Media Resources Center on music for the tape. English tape was completed for testing.
Mar.-Apr. 1989	English language tape was evaluated by students enrolled in Library Instruction 160, student assistants, staff and faculty of the Library. Based on evaluations received, revisions were made to the script and re-recorded.
May 1989	Publicized the audiotape tour in university publications and with signage in the Library.
June-Aug. 1989	Revised the script and handout to reflect changes due to Library reorganization. Re-recorded English tape. Identified, interviewed and hired translators and readers for the tape in Arabic, Chinese, Japanese, Korean, Malay and Spanish. Met with Assistant Director for Public Services to discuss the ongoing cost of this project and how it will fit into the Library budget.
Sept. 1989	All languages recorded by the Media Resources Center.
Oct. 1989	Mandarin Chinese language tape completed and placed on Reserve in Library Media Center
Nov. 1989	Completed revising the handout.
Dec. 1989- Sept. 1990	Media Resources Center continues the editing of foreign language tapes.
Oct. 1990	Full implementation of all seven languages audiotape tours.
Apr.-June 1991	Reprinted the handouts, due to demand.

Expenditure summary:

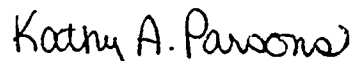
Equipment	\$ 263.82
Supplies (Media Resources Center)	173.96
Honoraria (Translators and Narrators)	502.59
Printing	312.29
TOTALS	\$1252.66

Feedback to date on the audiotape tour has been positive and enthusiastic. The tour was assigned to a section of English 105 and Library Instruction 160 instructors routinely recommend its use. The evaluation forms indicate that most of our users learn of the service through informal channels, suggesting that publicity for the audiotape tour should be our next priority. In addition, an in-depth evaluation of the effectiveness of using audiotape for library orientation is needed.

Respectfully submitted:



Mary Ellen Huls
Assistant Professor and
Reference Librarian



Kathy A. Parsons
Assistant Professor and
Reference Librarian

Lorna Peterson
Former Assistant Professor
and Library Instruction
Librarian



Mary Jane Vakili
Assistant Professor and
Reference Librarian

BIBLIOGRAPHY

For other works regarding audiocassette taped tours of libraries, consult the following:

Candace R. Benefiel and Joe Jaros, "Planning and Testing a Self-Guided Taped Tour in an Academic Library, RQ 29:199-208 (Winter 1989).

Charles Forrest and Mary Gassmann, "Development of a Self-Guided, Audiocassette Tour at a Large Academic Library: Preliminary Report," Research Strategies 4:116-124 (Summer 1986).

Mary Jo Lynch, "Library Tours: The First Step," in Educating the Library User ed. John Lubans, Jr. (New York: Bowker, 1974): 254-68.

Anne F. Roberts and Susan G. Blandy, Library Instruction for Librarians, 2d rev. ed. (Englewood, Colo.: Libraries Unlimited, 1989): 57, 62, 78-9.